

Issue 123: INSIDER'S EDGE: Change is in the Air

Welcome back, Insiders! Did you know that Maryland Health Connection is updated regularly to improve how the system works? Thanks to a recent change made on October 10, reporting demographic changes is now easier than ever!



The leaves aren't the only thing that's changing!

Consumers no longer need to contact the Call Center or an assistance worker with access to the Worker Portal to report most demographic changes. Thanks to the October system update, consumers can now make updates to the following demographic fields simply by logging into their account online and reporting a change to their application:

- Phone Number
- Alternate Phone Number
- Email Address
- Mailing Address
- Social Security Number (SSN)
- Gender
- First Name
- Last Name
- Preferred Language
- Authorized Representative

A Quick Note Regarding Notices

Any time a consumer reports a change on a completed application, they will receive a new notice, *Change Reporting Final Determination Notice (1303)*. The *Change Reporting Final Determination Notice* can be identified by the handy document number printed on the bottom left corner of the document—**1303**.

Changes in Coverage

In most cases, reporting demographic changes will not result in a change in the program for which a consumer is eligible. In order to prevent a lapse of coverage in the future, the consumer should always respond to redetermination notices within the time specified. There are a few additional points to keep in mind:

- From the Consumer Portal, users can access information on their coverage start date by logging into their account.
- From the Worker Portal, users can see a consumer's current coverage begin and end dates by checking the "Manage Active Enrollment" tab.
- In some cases, different household members enrolled in Medicaid may have different coverage end dates due to changes reported during the year. In order to keep households together, all Medicaid-enrolled household will have their eligibility redetermined simultaneously. For this reason, consumers should always respond to any redetermination notices they receive as soon as possible, even if they feel like it is "too soon" for a redetermination. Responding promptly will ensure no one in the household loses coverage unexpectedly.

Outstanding Verifications

In a limited number of cases, reporting certain demographic changes may trigger new outstanding verifications. For example, where someone reports a change in SSN, an identity verification may be triggered. Individuals currently enrolled in Medicaid who report a change during the year that triggers a new VCL will have 30 days to verify changes in income/identity and 90 days to verify changes in citizenship/immigration. The consumer will retain full coverage through their MCO during this time period. To learn more about outstanding verifications, read [*Issue 116: INSIDER'S EDGE: MAJOR System Changes—30 Day Pending Eligibility*](#).

Have a great weekend, Insiders! If you have questions, send them to dhmh.medicaidmarge@maryland.gov.